

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Adult Community Training, Inc.	East	Day-Residential	3/28/14	NA	PC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
Advantage Behavioral Consulting Services	West	Behavioral	3/19/14	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Allied Behavioral Services	East	Behavioral	3/11/14	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
APTA, Inc.	Middle	Day-Residential	1/30/14	NA	SC	PC	SC	SC	SC	SC	NA	SC	PC	Proficient
Arc of the Mid-South	West	Day-Residential, Personal Assistance	4/11/14	NA	SC	SC	SC	SC	SC	SC	PC	SC	SC	Exceptional Performance
Behavior Solutions, LLC	East	Behavioral	3/12/14	NA	SC	PC	SC	NA	SC	NA	NA	PC	SC	Proficient
Binta's Song	East	Day-Residential, Personal Assistance	5/13/14	NA	PC	PC	SC	PC	SC	SC	SC	MC	PC	Fair
Breakthrough Corporation	East	Day-Residential, Personal Assistance	5/30/14	NA	MC	SC	SC	SC	SC	SC	SC	PC	PC	Fair
Bubba's Better Life, Inc.	West	Day-Residential	2/10/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Buffalo River Services, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	2/20/14	NA	SC	PC	SC	SC	SC	SC	SC	SC	SC	Proficient
Chris' Home, Inc.	Middle	Day-Residential	2/7/14	NA	PC	PC	PC	PC	SC	SC	SC	MC	SC	Fair
Clara Butler Nursing and Personal Care Services	West	Day-Residential, Personal Assistance	2/27/14	NA	PC	SC	SC	SC	SC	SC	SC	SC	PC	Proficient
Comcare, Inc.	East	Day-Residential	3/31/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Community Options, Inc.	East	Day-Residential	3/19/14	NA	PC	SC	SC	SC	SC	SC	SC	SC	PC	Proficient
Complete Care Choice	Middle	Nursing	4/3/14	NA	PC	SC	SC	PC	SC	NA	NA	SC	PC	Fair
Comprehensive Services of Tennessee	West	Day-Residential, Personal Assistance	2/6/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Connexus, Inc.	Middle	Day-Residential	5/2/14	NA	PC	PC	PC	PC	SC	SC	PC	PC	PC	Fair
Corner Stone Personal Care Services, LLC	East	Day-Residential, Personal Assistance, Nursing	2/25/14	NA	SC	PC	SC	SC	SC	SC	SC	PC	SC	Proficient
CSI Caregiver Services of Tennessee, Inc.	Middle	Day-Residential, Personal Assistance	4/25/14	NA	PC	SC	SC	SC	SC	SC	SC	PC	MC	Fair

SC= Substantial Compliance
PC= Partial Compliance
MC= Minimal Compliance
NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Cumberland Community Options, Inc.	Middle	Day-Residential	3/27/14	NA	PC	PC	SC	PC	SC	SC	SC	PC	MC	Fair
D & S Residential Services, Inc.	East	Day-Residential, Personal Assistance, Nursing	4/30/14	NA	PC	SC	SC	SC	SC	SC	PC	PC	PC	Fair
Developmental Services of Dickson County	Middle	Day-Residential, Personal Assistance, Nursing	3/26/14	NA	SC	PC	SC	PC	SC	SC	SC	SC	SC	Proficient
East Tennessee Personal Care Services, LLC	East	Day-Residential, Personal Assistance	2/12/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Elite Behavior Analysis	East	Behavioral	2/6/14	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Evergreen Life Services, Inc.	West	Day-Residential, Personal Assistance	3/10/14	NA	SC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient
Faith Specialized Care Services, Inc.	West	Day-Residential, Personal Assistance	5/16/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	NC	Fair
Franklin County Adult Activity Center	Middle	Day-Residential, Personal Assistance	2/6/14	NA	SC	SC	SC	PC	SC	SC	SC	PC	PC	Proficient
Friendship Home Solutions, Inc.	Middle	Day-Residential, Personal Assistance, Nursing, Therapy	2/13/14	NA	PC	SC	SC	PC	SC	SC	SC	PC	SC	Proficient
Functional Independence, Inc.	West	Therapy	1/21/14	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Generations Community Services	West	Day-Residential, Personal Assistance	2/12/14	NA	MC	PC	SC	SC	SC	SC	PC	MC	PC	Fair
Georgia Lee, Inc.	West	Day-Residential	4/22/14	NA	PC	PC	SC	SC	SC	SC	SC	PC	NC	Fair
Greene County Skills, Inc.	East	Day-Residential, Personal Assistance, Nursing	3/25/14	NA	PC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Grosser, Jason	West	Behavioral	3/11/14	NA	PC	SC	SC	NA	SC	NA	NA	PC	SC	Proficient
Hats, Inc.	Middle	Day-Residential, Personal Assistance	5/22/14	NA	PC	PC	PC	PC	SC	SC	SC	PC	PC	Fair
Hilltoppers, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	4/25/14	NA	SC	PC	SC	PC	SC	SC	SC	SC	PC	Proficient
Independence, Inc.	West	Therapy	4/7/14	NA	SC	SC	SC	NA	SC	NA	NA	PC	SC	Proficient
Independent Opportunities, Inc.	East	Day-Residential, Personal Assistance	2/4/14	NA	SC	SC	SC	SC	SC	SC	SC	PC	MC	Fair

SC= Substantial Compliance

PC= Partial Compliance

MC= Minimal Compliance

NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Independent Therapy Network, Inc.	West / Middle	Therapy	4/14/14	NA	PC	SC	SC	NA	SC	NA	NA	PC	PC	Fair
James Developmental Center	Middle	Day-Residential, Personal Assistance	2/28/14	NA	SC	PC	PC	SC	SC	SC	SC	PC	MC	Fair
Joey's Yacht Club	Middle	Day-Residential	2/6/14	NA	SC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
Kurek Legacy, Inc.	West	Day-Residential, Personal Assistance	4/9/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Lighthouse Independent Living, Inc.	East	Day-Residential, Personal Assistance	4/9/14	NA	MC	SC	SC	PC	SC	SC	SC	PC	PC	Fair
Meritan	West	Day-Residential, Nursing, Therapy	4/17/14	NA	SC	SC	SC	SC	SC	SC	PC	PC	SC	Proficient
Middle Tennessee Supported Living	Middle	Day-Residential, Personal Assistance, Nursing	5/8/14	NA	PC	SC	PC	PC	SC	SC	SC	PC	MC	Fair
Orange Grove Center, Inc.	East	Day-Residential, Personal Assistance, Nursing, Therapy	5/29/14	NA	PC	SC	SC	PC	SC	SC	SC	PC	PC	Fair
Pauline and Thomas Healthcare, Inc.	Middle	Day-Residential, Personal Assistance	2/28/14	NA	PC	PC	SC	PC	SC	SC	SC	PC	MC	Fair
Personal Care Choices	East	Day-Residential, Personal Assistance	3/27/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Prospect, Inc.	Middle	Day-Residential	3/14/14	NA	SC	SC	PC	SC	SC	SC	SC	SC	PC	Proficient
Reaching Visions Today, Inc.	Middle	Day-Residential, Personal Assistance	4/7/14	NA	SC	PC	PC	SC	SC	SC	SC	PC	PC	Fair
Rehab Resources	Middle	Therapy	4/30/14	NA	PC	SC	SC	NA	SC	NA	NA	SC	PC	Proficient
Resources for Human Development	Middle	Day-Residential	2/27/14	NA	MC	MC	PC	PC	SC	SC	SC	PC	PC	Fair
Rhea of Sunshine, Inc.	East	Day-Residential, Nursing	4/10/14	NA	SC	PC	PC	PC	SC	SC	SC	PC	MC	Fair
Scott Appalachian Industries, Inc.	East	Day-Residential, Personal Assistance, Nursing, Therapy	4/24/14	NA	SC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
Shelby Residential and Vocational Services, Inc.	West	Day-Residential, Personal Assistance, Behavioral, Nursing	3/20/14	NA	PC	SC	SC	SC	SC	SC	SC	SC	PC	Proficient
Skills Development Services, Inc.	Middle	Day-Residential, Personal Assistance	5/20/14	NA	SC	PC	SC	PC	SC	SC	SC	SC	PC	Proficient

SC= Substantial Compliance

PC= Partial Compliance

MC= Minimal Compliance

NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
STAR Center	West	Personal Assistance, Nursing	4/1/14	NA	SC	SC	SC	SC	SC	NA	NA	SC	SC	Exceptional Performance
Support Solutions of the Mid-South	Middle	Day-Residential, Behavioral	3/7/14	NA	PC	PC	PC	PC	SC	SC	SC	SC	PC	Fair
Sutton, Angel	Middle	Behavioral	4/24/14	NA	PC	SC	PC	NA	SC	NA	NA	SC	PC	Fair
Sympathetic Steps to Success	West	Behavioral	5/15/14	NA	MC	SC	SC	NA	SC	NA	NA	PC	SC	Fair
Tennessee Personal Assistance, Inc.	West	Day-Residential, Personal Assistance	4/25/14	NA	PC	PC	SC	SC	SC	SC	SC	PC	PC	Fair
Tiara's Haven	West	Day-Residential	3/18/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Tim's Place, Inc.	West	Day-Residential	1/13/14	NA	SC	PC	SC	SC	SC	SC	SC	PC	SC	Proficient
Tri-County Center	East	Day-Residential	2/7/14	NA	PC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
Volunteer Staffing, Inc.	Middle	Day-Residential, Personal Assistance, Nursing, Therapy	5/27/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Waves, Inc.	Middle	Day-Residential, Personal Assistance	4/9/14	NA	PC	PC	SC	PC	SC	SC	SC	PC	PC	Fair

SC= Substantial Compliance

PC= Partial Compliance

MC= Minimal Compliance

NC= Noncompliance